

ASSISTANT PROPERTY MANAGER

*The following specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are **not** intended to reflect all duties performed.*

POSITION DESCRIPTION

The Assistant Property Manager will assist with day-to-day operations of the properties in an assigned Asset Management Project and other assigned developments and will assume the responsibility of property management, staff supervision, building maintenance requirements and tenant relations in the absence of the Property Manager.

DUTIES AND RESPONSIBILITIES: Under the supervision of the Property Manager, the incumbent's essential job duties may include, but are not limited to the following:

1. Under the direction of the Property Manager, work directly and cooperatively with the Maintenance Foreman to coordinate and schedule daily work assignments for maintenance staff.
2. Assist with the supervision and evaluation of site staff referring matters of non-performance and formal discipline to the Property Manager.
3. Coordinate the "turn-around" of vacant units in assigned developments with the AMP Certification Coordinator and Maintenance Foreman to expedite re-occupancy of units and ensure the responsiveness of the maintenance staff. Review monthly vacancy reports for accuracy and initiate corrective actions and/or marketing solutions to reoccupy units that have been vacant for more than 30 days.
4. Contact prospective residents based on eligible referrals from the AMP Certification Coordinator, arrange for apartment viewings, home visits and related screening activities in compliance with the Authority's Admissions and Occupancy Plans.
5. Coordinate new resident paperwork with the AMP Certification Coordinator, meet with new residents to execute the apartment lease, lease addendums and required forms. Orient new residents to the Resident Handbook and the developments house rules.
6. Responsible for overall lease enforcement including: monitoring potential lease violations, the preparation and issuance of eviction notices, coordination of lease violation documentation with local law enforcement and the agency's legal council, service of eviction notices to residents, coordination of paperwork with the agency's Finance Department and personal court appearances at trials.
7. Conduct dwelling unit inspections at move-in, move-out, and in poor housekeeping and unsanitary units. Prepare inspection reports, work-orders for needed repairs and schedule follow-up inspections as needed.
8. Conduct ongoing marketing program for all assigned developments, attend trade fairs, make

presentations to community groups, provide building tours and perform other related marketing activities.

9. Ensure that all physical aspects of the Authority's properties are at all times fully functional and maintained in an attractive condition.
10. Assist the Certification Coordinator in contacting residents who have not complied with annual and interim re-exam lease requirements. Assist Finance Department in rent collection procedures as needed.
11. Support and encourage active resident councils and tenant empowerment programs. Provide direct or indirect assistance to support programs and services offered at assigned housing developments and ensure all local, state and federal regulations are enforced.
12. Attend staff meetings as required to exchange information, control vacancies, set goals and resolve problems.
13. Responsible for the successful operations of the Low Rent Program Family Self-Sufficiency Program, ensuring that program participants are in compliance with the terms of their FSS contracts including: tracking participant progress, making personal contact to review completed contract goals and preparing monthly status reports and required HUD reports. Coordinate FSS escrow account payouts with the Finance Department.
14. When Food Service, Assisted Living or Day Care Program facilities are operated in the assigned Asset Management Project, the following duties will apply:
 - a. Monitor and evaluate the day-to-day operations referring problematic areas to the Property Manager.
 - b. Monitor and provide direct support and supervision to Authority personnel providing services.
 - c. Ensure all local, state, and federal regulations are enforced.
 - d. Consult with doctors, family support and other agencies in support of continued participation and/or occupancy by handicapped and elderly residents.
 - e. Coordinate housekeeping, maintenance and kitchen activities with site staff.
 - f. Conduct monthly staff meeting and quarterly meal planning meetings. Evaluate prepared meals at least twice a month.
15. At all times, maintain a respectful and helpful attitude toward all residents, other staff, and the general public.
16. Perform related duties as assigned and required.

KNOWLEDGE & ABILITIES:

Knowledge of:

- Property management practices and procedures
- Principles and practices of basic budgeting, basic accounting, inventory control and building

maintenance

- Techniques for dealing with a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Modern office procedures, equipment and computer applications related to the work

Ability to:

- Obtain Certified Property Manager status in accordance with HUD guidelines within 12 months of employment
- Prepare, organize, analyze and maintain records and files
- Utilize computer software, including agency specific applications to gather data, compile information and produce reports
- Give clear directions and supervision to others
- Be decisive, solve problems and prioritize work issues
- Work with minimal supervision
- Analyze and solve conflicts with and between residents
- Exercise judgment with general policy guidelines
- Give oral presentations
- Understand and carry out oral and written instructions
- Communicate clearly and concisely, both orally and in writing
- Maintain effective interpersonal skills for interacting with others and maintaining cooperative working relationships with supervisors, co-workers and business associates

MINIMUM JOB REQUIREMENTS – *Any combination of the following experience and education that would likely provide the required knowledge and abilities is qualifying. Must possess a valid driver's license and be able to be insured for operating HALC owned vehicles and/or provide personal transportation as needed to perform duties.*

- Two years experience in residential property management;
- Education equivalent to completion of the twelfth grade supplemented by college level course work related to the duties and responsibilities specified.

WORKING CONDITIONS & PHYSICAL EFFORT

- Diverse environment working in an office setting with computers and in a field environment completing building, unit and grounds inspections and leasing units.
- Must possess mobility and stamina to perform inspections in a variety of unit types in single and multiple story buildings under both good and substandard conditions.
- Must possess stamina and compassion to deal effectively with the diverse resident population of the authority and be tolerant to unpleasant environments.
- Must possess stamina to maintain attention to detail despite numerous interruptions, vision to read printed materials and a computer screen and hearing and speech to communicate in person and over the telephone. Must possess strength to occasionally lift and or move up to 20 pounds.

COMPENSATION – *The level of compensation for this position will be:*

1. Commensurate with the incumbent's qualifications and experience and;
2. Based on a wage rate comparability schedule and;
3. Subject to annual funding pro-rations imposed by HUD.